For More Information

Sign up to receive TOL News and Events Emails
https://public.govdelivery.com/accounts/USMHSDHSS/subscriber/new

TOL Customer Service
Available 365/24/7
1 (800) 600 9332

OCONUS Telephone Numbers located at "Contact Us"

How do I give family member(s) access to my TRICARE Online account?
You can give eligible family member(s) access to your TRICARE Online (TOL) account by clicking "Manage" on the Login page. See step by step directions on the back page of this brochure.

Why would I want to give family member(s) access to my TOL account?
Family members who you have access to your TOL account can:

- **Manage Appointments:** Schedule, cancel, set reminders, and/or view future Primary Care and select self-referral specialty appointments at a military hospital or clinic on your behalf and/or your dependent children
- **Manage Prescription (Rx) Refills:** Request one or more prescription refills from a military hospital or clinic, check the status of prescriptions, and link to the TRICARE Mail Order Pharmacy to schedule home delivery on your behalf and/or your dependent children

Please note: TOL family member accessibility options are based on family relationships established in the Defense Enrollment Eligibility Reporting System. If all of your eligible family members do not appear, please contact TOL Customer Service.

Why do I have to give family member(s) permission to access my TOL account?
TOL contains personal health information (PHI) and personal identifiable information (PII) for you and your family. Family member access is restricted to enforce the security of your PHI and PII and to ensure only those family members you wish to access your account have the ability to access your account.
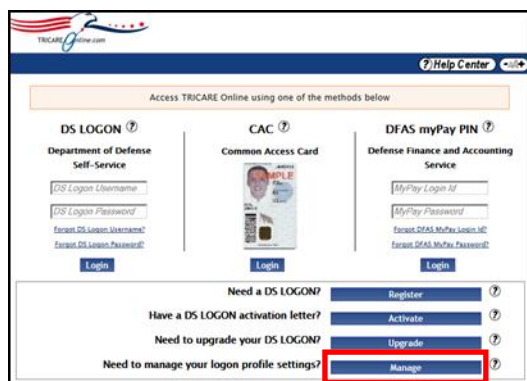
Visit TOL at www.tricareonline.com

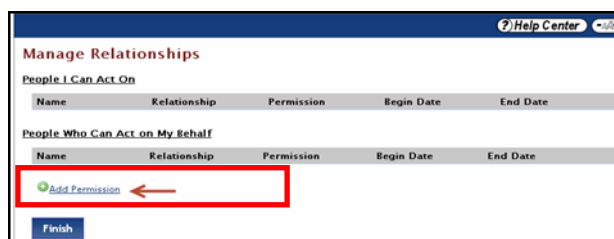# How do I give family member(s) access to my TOL account?

1. Go to www.tricareonline.com and click "Log In".

2. Click "**Manage**" on the Login page.

3. Log in to TOL using your Premium DS Logon, DoD CAC, or DFAS myPay account. If you do not have an account, click "**Register**".

4. Under "**Relationships**" header, click "**Manage Relationships**".

5. Under "**People Who Can Act on My Behalf**", select "**Add Permission**".

6. Select the appropriate person's name and click "**Next**".

7. Choose the Permission type from the dropdown list. Enter the dates during which the permission will apply in the "**Begin Date**" and "**End Date**" text boxes. Click "**Save**".